

October 19, 2014

ORIGINAL

RECEIVED

2014 NOV 10 A 11: 00

Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas Post Office Box #191 (Lot #18 & Lot #173 - Park Estates) Sanders (Apache County), Arizona 86512-0181

AZ CORP COMMISSION DOCKET CONTROL

Arizona Corporation Commission 1200 West Washington Phoenix, Arizona 85007 Arizona Corporation Commission

DOCKETED

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DOCKETED BY

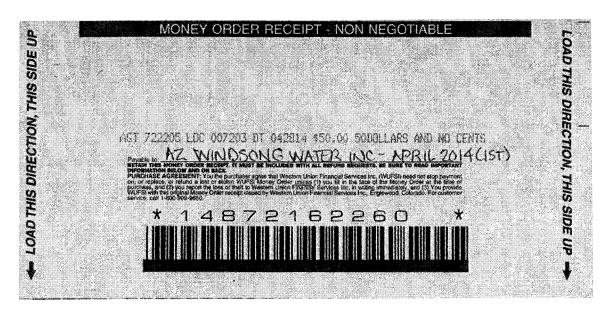
RE: Arizona Windsong Water Company Inc.

It seems the attorney for Arizona Windsong Water Company Inc. believes that my daughter, Devonna Thomas, had received the bill statements on time and correct. Also, the additional fees for shutting off the water and turning it back on was due to unpaid bills, which was not true. Even with the copies of our money order receipts say it differently, Arizona Windsong Water Company Inc. refused to admit that there is deceitfulness in their business. Being bullied by the Arizona Windsong Water Company Inc. will not stop me from writing my complaints to your office. My daughter was double charged for the month of April 2014 and the month of June 2014, and now, she is being charged for late fees and other misc. fees, which is adding up to unnecessary charges that she is paying out of her own pocket. Something must be done!

FIRST BILLING STATEMENT COPY OF APRIL 2014:

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FIRST PAYMENT FOR APRIL 2014:



SECOND BILLING STATEMENT COPY OF APRIL 2014:

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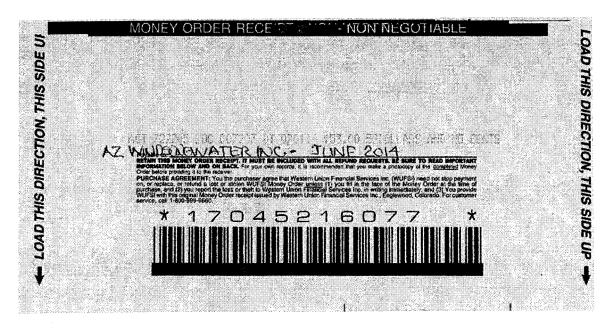
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FIRST PAYMENT OF JUNE 2014:



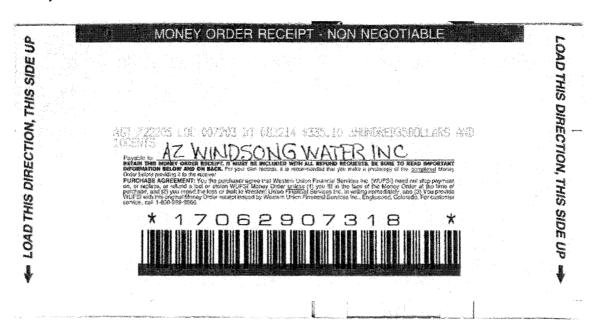
SECOND BILLING STATEMENT COPY OF JUNE 2014 (COMBINE STATEMENTS FOR JUNE, JULY & AUGUST):

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Docket No. W-02250A-14-0028

Arizona Windsong Water Company Inc. / October 16, 2014 Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

SECOND PAYMENT FOR JUNE 2014 (COMBINED PAYMENTS FOR JUNE, JULY, & AUGUST):



(My daughter's August billing statement is a mess, plus the calculation of the water meter reading is incorrect.) I finally wrote to the water company and tried to correct it on the July billing statement after no results in trying to contact with Mrs. Paulsell (but she continued to denied that she receive the April payment). To make matters worst, my daughter never receive the May statement:

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Docket No. W-02250A-14-0028

Arizona Windsong Water Company Inc. / October 16, 2014 Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

August 10, 2014

Betty Smith PO Box 181 Sanders, Arizona 86512

Arizona Windsong Water Company Inc Attn: Mrs. Lillian Paulsell PO Box 261 Sanders, Arizona 86512

Dear Mrs. Paulsell:

According to my daughter, Devonna Thomas, she had explained to you that she had paid \$50.00 for the month of April 2014 and she never received the May 2014 statement. I have located the receipt - money order #14872162260 for \$50.00 but she also mentioned to me that she had already send another money order as you "requested"- money order #17045216076 for \$52.00 and the \$2.00 was supposed to be a donation since she did not have the bill statement with her when she purchases the money orders. So in order to correct this, I am sending my personal check for \$12.00 for the month of July 2014 bill statement (total amount: \$64.00). Devonna was thoughtful to donate \$2.00 to you, but I donot believe you really deserve it. It is enough that you over charged my parents all these years and given them a hard time about it too. If you wish to have the original copies from Western Union, "signed & deposited by you", I would gladly assist you with this: \$60.00 fee for both money orders to request Western Union for copies & \$34.00 court fee, along with "postage stamps & copy fees." Now, if you have any other questions, you have my address.

Sincerely,

Betty Smith

Copies send: Roshka, DeWulf, & Patteri, PLC One Arizona Center 400 East Van Buren Street, Suite 800 Phoenix, Arizona 85004

Of course, I probably upset them because of it; nevertheless, the water company should have **never** shut off my daughter's water. We are all aware that this behavior is only in retaliation for reason that we were voicing out the unfairness of this company.

APRIL 2014:	E/I SURCHARGE DID NOT TAKE EFFECT TILL MAY 1, 2014	30.00
APRIL 2014:	DOUBLE PAYMENT PLUS \$2.00	52.00
JUNE 2014:	DOUBLE PAYMENT	53.00
JULY 2014:	BETTY SMITH'S PERSONAL CHECK	12.00
AUGUST 2014:	LATE CHARGE - WAS NEVER LATE ON PAYMENTS	5.00
JULY 2014:	LATE CHARGE - WAS NEVER LATE ON PAYMENTS	5.00
SHUT OFF & REINST	ATE FEE: SHOULD HAVE NEVER SHUT OFF	40.00

성 발표 시작 발표되었다. 이 전투 발표한 사람이 있는 사람이 되었다. 일사로 구의 환경하다	· •			•
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Arizona Windsong Water Company Inc. / October 16, 2014 Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

This was the **actual 8-1/2" x 11"** copy of statements for April, May & June 2014 that my daughter received on June 30, 2014. It is not enough that we are struggling with day to day expenses and stress. But, this water company is dangle our need for water right in front of us and make us pay "their" price for our survival; here in the rural area, where our essential supply (Gallup, NM, Holbrook, AZ, & St. Johns, AZ) is in the radius of 50 miles, "is nothing more than imprisonment to their ongoing harassment". Nonetheless, still hoping for NTUA to take over Arizona Windsong Water Company Inc.

Sincerely,

Ms. Betty Smith

E-mail: **bl_begaysmith@yahoo.com**

COPIES:

Senator Carlyle Begay 1700 West Washington Room 315 Phoenix, Arizona 85007

Representative Ann Kirkpatrick 405 North Beaver Street Suite 6 Flagstaff, Arizona 86001

Arizona Corporation Commission Consumer Services Section 1200 West Washington Street Phoenix, Arizona 85007

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Utilities Division
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Arizona Corporation Commission Attn: Cameron Madrid `cmadrid@azcc.gov'

Navajo Environmental Protection Agency Attn: Yolanda Barney/Environmental Program Manager Public Water Systems Supervision Program Post Office Box 339 Window Rock, Arizona 86515